

ENTRY LEVEL

Career Opportunity Bulletin

CUSTOMER REPRESENTATIVE ASSISTANT II

Code: 651000 **Pay Grade:** 7 (\$10.48 - 14.69/hr.)

Open for Recruitment: July 1, 2013 - *Until Canceled*

JOB DESCRIPTION

This entry level position provides routine detailed informational assistance to a diverse customer base. As an employee in this position you will be responsible for using independent judgment in prioritizing assignments and selecting the most appropriate course of action within established operating procedures.

Typical Duties:

- Explains, informs, and/or initiate calls on routine matters.
- Works directly with the public providing customer services to library users.
- Types varied routine business correspondence such as letters, reports, contracts, vouchers, and agendas from draft or original source documents to revised or final form.
- Receives, sorts, registers, issues, monitors, and maintains informational materials as books and publications.
- Organizes and maintain computerized and/or manual files.
- Monitors and maintains inventory/supplies.
- Explains to the public how to operate applicable specialized equipment, upon completion of appropriate training.
- May lead the work and provide guidance to co-workers on a project or intermittent basis.

MINIMUM REQUIREMENTS

In order to qualify, you must have training, education, or experience in office and administrative support work that demonstrates 1) competency in applying a general knowledge of the principles and practices of quality customer service to provide routine, detailed informational assistance to a diverse customer base; and 2) the ability to use independent judgment in prioritizing the work and selecting the most appropriate course of action within set procedures.

Value of State-paid Dental Insurance: \$13.13 biweekly

Value* of State-paid Health Insurance:

- Level 1: 100% State Contribution (employee pays nothing): \$363.77 biweekly
- Level 2: 95% State Contribution (employee pays 5%): \$345.58 biweekly
- Level 3: 90% State Contribution (employee pays 10%): \$327.39 biweekly
- Level 4: 85% State Contribution (employee pays 15%): \$309.20 biweekly

*The level of the actual value of state paid Health Insurance will be based on the employee's wage rate and status with regard to the health credit premium program as of July 1, 2013.

Value of State's share of Employee's Retirement: 17.07% of pay.



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- Promotional Opportunities
- Part Time
- Full Time
- Seasonal Jobs

HOW TO APPLY

Clicking on the **APPLY NOW** link next to the job title on the Open Competitive Listing will bring you to the online application process.

ADDITIONAL INFORMATION

Your application evaluation results will be emailed to the address you use to login to your online account.

Qualified applicants will be placed on an Employment Register for this classification.

The Bureau of Human Resources reserves the right to use any scoring methods necessary to identify the most qualified candidates.